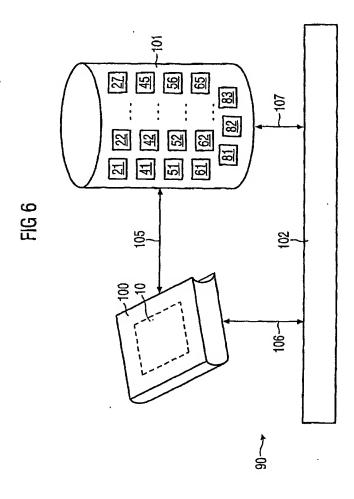


FIG 5 41 <u>52</u> -12 <u>53</u> -30 <u>55</u> Problem/cause Consequence Solution Investment cost 十71 Saving/Customer benefit Potential savings per year RoI



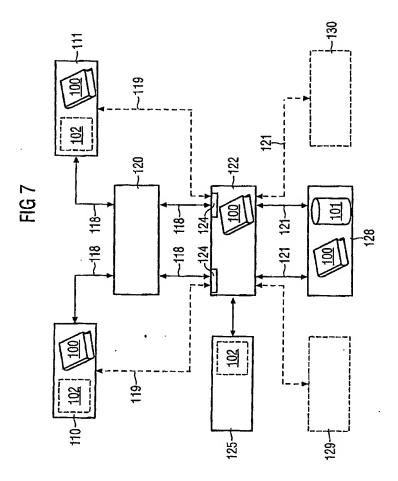


FIG 8

